

# Tips for Hiring & Retention



## Job Quality Indicators



Courtesy of the Center for the Future of Arizona, City of Tempe, Tempe Tourism Office,  
Downtown Tempe Authority and the Tempe Chamber of Commerce

## Talent Attraction

- Broaden and diversify sourcing pool – youth, Veterans, retired, Second Chance, Parents – school hours, Differently Abled (Autism), seasonal
- Look for transferrable skills from other industries
- Expedited hiring – same day
- Hiring “spree” days
- Offer “realistic job preview” or reverse interviewing with management
- Hiring bonuses
- Look for culture “add” vs. “fit”
- Hiring for potential vs. perfection
- Offer important job quality attributes – mission/purpose of organization, wages, benefits, time-off (vacation, sick leave, etc.), education – cross training/tuition assistance, sense of belonging, child care support
- Have a strong referral program
- COVID & customer safety

## Talent Retention

- Promote from within
- Career pathing – show that there’s a future
- Cross-training on multiple roles
- Education and training (tuition assistance, mentoring)
- Hire/promote quality, non-toxic managers/supervisors
- Conduct stay interviews
- Regular 1:1 sessions with coaching feedback
- Leadership development – for workers and managers
- Stay bonuses (90 days, 6 months, etc.)
- Conduct exit interviews
- Recognition programs
- Schedule flexibility/remote work
- COVID & customer safety
- Pets in the workplace